

# Opportunities

The Hamilton County Human Resources Department's  
Human Resources Development Newsletter

2<sup>nd</sup>  
Quarter  
2009

## Situational Self Leadership Course is Back!



Hamilton County HRD's "Situational Self Leadership" course is back! It has been a couple of years since non-supervisory employees have had the opportunity to participate in this popular course. The course emphasizes how to be a self-empowered, engaged leader who takes responsibility for succeeding on the job.

Situational Self Leadership provides employees with the tools they need to take an active role in their success on the job. When you attend, you'll learn strategies for staying motivated and for getting the direction and support you need to perform any job task the best way possible.

Here's what employees who have completed the class say about it:

- ***"The whole course was helpful in every way." ~ Recorder employee***
- ***"This is a great training. The training gave me easy, understandable steps to get what I want and need for my job." ~ Public Defender employee***
- ***"This class is helpful in any job. I will recommend it to others." ~ Adult Probation employee***
- ***"I should have taken this class sooner!" ~ Job and Family Services employee***

Interested? Please see p. 6 of this newsletter for class details.



## Instructor Insights: Questions with Julian Wagner, from the Department of Job and Family Services.



**Favorite book:**  
Roots, by Alex Haley

**Favorite TV show:**  
ESPN Sports Center

**Favorite movie:**  
Forrest Gump, hilarious!!!

**Favorite food:**  
I love a perfectly grilled 12-14 oz. Ribeye Steak. Morton's does a fine job.

**1. What is your current job title?** My current job title is a Human Resources Officer, however there are many other duties that I perform on a regular basis that go beyond the job description. I also serve as the Civil Rights Coordinator and liaison between HCJFS and the ODHS Bureau of Civil Rights, I continue to perform in the capacity of the HCJFS EEO officer to investigate allegations of violations of the Civil Rights Act of 1964 as well as agency policy. Lastly I continue to be a lead recruiter for the HCJFS mostly finding qualified applicants for the Children's Services Division of HCJFS. So there you have it, I am a HRO/CRC/EEO officer/Recruiter.

**2. What is your favorite thing about your job?** Definitely my interaction with people. I enjoy having the ability to interact with line staff, management and administration. It allows me to utilize what I believe to be my most efficient occupational skill. In the roles that I perform I am allowed to be creative, innovative, and utilize diplomacy during challenging situations. I also love the fact that I have a group of co-workers that I have been around for over a decade and I truly believe that I have developed life long relationships with many. The variety of tasks also motivates me because anyone that knows me, knows that I am an ultimate competitor. Having so many things on my plate tends to challenge me on a daily basis and gives me opportunities to "Shine"!

**3. How long have you been in your current position?** How long have you worked for Hamilton County? I have been in my current position over 11 years and served the community of Hamilton county for almost 16 years. I hope to retire from Hamilton county if possible because my experience has been fabulous!

**4. Why did you decide to become an Adjunct Instructor?** When I was approached by the training department I was thrilled to have been offered a chance to facilitate the Innovations training because I believe in using innovative thinking when planning, implementing, and evaluating activities both at work and in my personal life. It was a natural fit for me to share what I know as well as learn new techniques to enhance my own vocational skills.

**5. What do you like about being an Adjunct Instructor?** It is very motivating to see that the administration of this county is changing the old way of doing things and going outside the box to make changes. The Innovations training exemplifies the new era of Social Service delivery and I want to be on the front end of sharing the vision with staff throughout the county. I believe that enthusiastic behavior is contagious and who better to contaminate than me.

**6. What do you find challenging about being an Adjunct Instructor?** Getting people to overcome their personal inhibitors and open up to new and refreshing ideas. I truly believe that some of these issues are generational and cultural differences that create obstacles for people to change. It is challenging for me at times to see people not realizing the benefit of change, however I accept the challenge of being a motivator and Agent for Change within this county and beyond. I believe I can be a Beacon for those that are skeptical or have not desire to do things differently.

**7. Do you teach other classes in addition to your work with Hamilton County HRD?** I happen to provide consultation and facilitation for other entities such as Beech Acres, YWCA of Greater Cincinnati, Hamilton and Clermont Counties Court of Domestic Relations. I provide teaching and guidance in the areas of reducing conflict between Divorcing parents with the Helping Children Cope with Divorce program; facilitate educational groups with adolescents who are gang involved, convicted felons, domestic violence, and assaults through the Amend program; I also work with groups of fathers from Clermont county who have been mandated to attend the Alternative Sentencing Program to address their failure to comply with Child Support orders and establish more nurturing relationships with their children. As one can see I am very active in the area of community advocacy through teaching and providing mentoring and role modeling experiences.

**8. What do you enjoy doing when you're not at work?** Competing with others. I enjoy running marathons/races, playing basketball with guys younger than myself because they add speed to the game, and coaching my son's football, soccer, baseball and basketball teams.

**9. What is the most challenging or rewarding thing you've ever done?** The most rewarding thing that I have and continue to do is parent my children. I have a 21 year old daughter that will graduate from Bowling Green State University this spring who has maintained National honors in her scholastic performance. She has always made me proud because she listens to my advice and makes me feel that my guidance has helped her excel. My son is also showing signs of brilliance in his academic performance as well as being an excellent athlete like his dad. This way hopefully he can obtain a full scholarship to a major university without me having to pay for it. "He's a chip off the old block." I have to mention the princess of my life, my youngest daughter brings me all the laughter I can handle watching her personality blossom as well as continuing the Wagner siblings tradition of excelling in whatever she does. So as you can tell, my children are my life and most importantly my greatest accomplishments.

## Hamilton County HRD Course Offerings

### To register for a class, please:

- Get your supervisor's approval to attend the class.
- Ask your organization's Training Coordinator to register you for the class.
- Wait to receive a confirmation letter for the class. You should receive it 3-4 weeks before the class begins.
  - **If you receive a confirmation letter**, please plan to attend the class on the dates and times indicated. If you are unable to attend, please notify your Training Coordinator as soon as possible.
  - **If you do not receive a confirmation letter**, please do not attend the class -- it is filled to capacity with other registrants. You will be placed on a wait list and confirmed for the next available class.

### Civil Treatment: The Employees' Course

One half-day session — you attend one session.

Wednesday, April 22 or

Thursday, June 4

8:30 a.m. — 12:30 p.m.

CAB 7th Floor

Learn about your rights to fair, equal treatment in the workplace and about your responsibility for treating others fairly at work.

Available for non-supervisory employees of organizations that participate in the CT program.

### CPR

Two sessions — you attend both sessions.

Tuesday, April 7: 8:30 a.m. — 3:30 p.m.

Wednesday, April 8: 8:30 a.m. — 12 Noon

CAB 7th Floor

Employees who complete and pass the course earn American Red Cross certification in Adult CPR, AED, First Aid, Child CPR & Infant CPR.

Available only for employees whose jobs require the American Red Cross' CPR certification.

## Hamilton County HRD Course Offerings

### EAP: Supervisory Overview

One half-day session — you attend one half-day.

Wednesday, June 10  
1:30 p.m. — 3:30 p.m.  
CAB 7th Floor

Presented by Horizon Health (Hamilton County's Employee Assistance Program provider), this course provides information about the services the EAP program offers. Managers will learn how and when to recommend or refer employees to the EAP.

Available for any supervisor or manager.

### Employee Orientation

One half-day session — you attend one session.

Tuesday, May 19  
1 p.m. — 4 p.m.  
CAB 7th Floor

Learn more about Hamilton County as an organization and about the benefits available for County employees. Whether you're a new employee or you've been here for years, you're welcome to attend.

Available for all employees.

### LFR: Performance Management

Five half-day sessions — you attend all five sessions.

Tuesdays, June 2, 9, 16, 23 & 30  
8:30 a.m. — 12:30 p.m.  
CAB, 7th Floor

Sessions include:

- Establishing Performance Expectations
- Coaching
- Conducting a Collaborative Performance Review
- Correcting Performance Problems
- Giving Recognition

Available for supervisors who have completed the Leadership for Results "Personal Leadership"

### LFR: Problem Solving

Three half-day sessions — you attend all three sessions.

Thursdays, April 16, 23 & 30  
8:30 a.m. — 12:30 p.m.  
CAB, 7th Floor

Sessions include:

- Problem Solving: The Basic Process
- Problem Solving: Tools and Techniques
- Leading Problem Solving Sessions

Available for supervisors and non-supervisory employees who have completed the Leadership for Results "Personal Leadership" course.

## Hamilton County HRD Course Offerings

### LFR: Succeeding in a Dynamic Workplace

Four half-day sessions — you attend all four sessions.

Supervisors and Employees:

Fridays, May 15, 22, 29 & June 5

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Sessions include:

- Personal Strategies for Navigating Change
- Managing Your Priorities
- Handling Emotions Under Pressure
- Moving from Conflict to Collaboration

Available for supervisors and non-supervisory employees who have completed the Leadership for Results "Personal Leadership" course.

### Organizing Skills for Professionals

Two half-day sessions — you attend both sessions.

Wednesdays, May 6 & 20

8:30 a.m. — 12:30 p.m.

CAB, 7th Floor

Ideal for anyone who wants to maximize efficiency and productivity, this class teaches you a 7-step process for organizing time, space, projects, files, and e-media.

Available for all employees.

### Professional Customer Service

One full-day session — you attend one full-day.

Thursday, May 28

8:30 a.m. — 3 p.m.

CAB, 7th Floor

Providing professional customer service is essential for government employees. In this class, you'll learn:

- Why it's important to provide good service
- How to provide great service to all customers
- How to calm angry customers
- When to request supervisory assistance
- How to prepare yourself to provide good service.

Available for all employees whose organizations' administration has agreed that the content complies with their accepted practices.

## Hamilton County HRD Course Offerings

### Professional Writing

Two full-day sessions. You attend both sessions.

Thursdays, June 18 & 25

8:30 a.m. — 4:30 p.m.

CAB 7th Floor

In this seminar, you'll learn to follow a writing process that can help you write documents quickly, clearly, and concisely. You will practice every step in the process and receive feedback from the instructor about your writing.

Available for all employees.

### Situational Self Leadership

Two full-day sessions. You attend both sessions.

Tuesdays, May 12 & 19

8:30 a.m. — 3:30 p.m.

CAB 7th Floor

This course is designed to help you effectively use a variety of leadership styles to lead yourself to your best performance on any project, goal, or skill. You'll learn to:

- Align your work goals with the organization's goals
- Diagnose your development level on any goal, task, or skill.
- Use a variety of techniques to get the direction and support that you need to achieve your goals.
- Develop the competence and commitment that you need to become self-reliant achiever.

Available for all non-supervisory employees.

### Time Management: Juggling Multiple Priorities

One full-day session — you attend one full-day.

Thursday, June 11

8:30 a.m. — 3:00 p.m.

CAB, 7th Floor

This class presents tools and information on how to effectively manage your time while you are here at work. Topics included in this class are:

- Proactive planning and scheduling
- Dealing with deadlines
- Aligning and automating tasks
- Overcoming procrastination, and
- Managing interruptions

Available for all employees.

## Hamilton County HRD Course Offerings

### Workplace Violence: Prevention and Response

One half-day session — you attend one half-day.

Wednesday, June 17

8:30 a.m. — 11:30 a.m.

CAB, 7th Floor

This class provides information about keeping our workplace safe. Before attending this course, you must attend “EAP: The Supervisory Course.”

Available only for supervisors and managers whose organizations follow the Board of County Commissioners’ Workplace Violence policy.

### More Learning Opportunities for All Hamilton County Employees

You can get a list of videos and courses available through HRD’s Learning Center, E-Learning, and Resource Center from your Training Coordinator or at to this WebPage:

<http://www.hamiltoncountyohio.gov/hr/HRDHome.asp>

#### **Learning Center**

The Learning Center is a place where employees can learn various skills independently, at their own pace, using one of HRD’s computers. Employees can schedule appointments Monday - Friday, between 9 a.m. and 3 p.m. To schedule an appointment, please call Patti at 946-4701.

#### **E-Learning**

The E-Learning program offers courses which employees can complete at their own pace, using any PC that has internet access. These courses are primarily for learning how to use computer applications. To register for an E-Learning course, just ask your Training Coordinator.

#### **Resource Center**

The Resource Center is a lending library containing videos on a variety of topics. To borrow Resource Center materials, please contact Patti Singler at 946-4701.



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## *Quote of the Quarter*

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*The only job where you start  
at the top, is digging a hole.*

*~ Anonymous ~*

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### **Congratulations to all who completed The Leadership for Results Program October — December 2008**

These employees have completed 24 LFR supervisory sessions or 15 employee sessions.

We commend their commitment to learning the skills essential for effective leadership.

**Wanda Alexander - Job & Family Services**

**Denise Comeau - Public Health**

**Lee Anne Cooksey - Job & Family Services**

**John Cullum - Juvenile Court**

**Jennifer Dilonzo - Job & Family Services**

**Daniel Glover - Board of MRDD**

**Ernest Hedrick - County Facilities**

**Jessica Hudson - Domestic Relations Court**

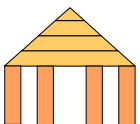
**Shirley Larry - Job & Family Services**

**Percy Milton - Clerk of Courts**

**Ana Rojas - Public Health**



Hamilton County Human Resources Department  
Human Resources Development Division  
138 E. Court St., Room 707 Cincinnati, Ohio 45202  
<http://www.hamiltoncountyohio.gov/hr/HRDHome.asp>



Laura Maus  
HRD Manager  
946-4708

Lisa Doerger  
HRD Specialist  
946-4713

Patti Singler  
HRD Coordinator  
946-4701